

# VIRGINIA Relay Service

## October, 2003

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### Commendations

**TTY    October 6, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY    October 6, 2003**

The customer commended the CAs for their excellent typing skills.

**Category:** CA/OPR Related

**TTY    October 7, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice   October 20, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**Voice   October 22, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice   October 22, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY    October 23, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

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### Complaints

**Voice   October 24, 2003**

The caller complained that he was billed for his local toll calls through the relay service. He thought relay calls were free.

**Category:** Billing Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that there is no charge to use the relay service, but that local toll and long distance charges do apply.

**Contact Closed:** October 24, 2003

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# Inquiries/Comments

## **Voice October 2, 2003**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay and HCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing for assistance with equipment.

**Contact Closed:** October 2, 2003

## **Voice October 3, 2003**

The caller asked if harassing relay calls he is receiving can be traced.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized, and explained that relay calls are confidential.

**Contact Closed:** October 8, 2003

## **Voice October 8, 2003**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** October 8, 2003

## **TTY October 9, 2003**

The customer was inquiring about the amount billed for certain relay calls.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Informed the customer that the calls in question were not placed through AT&T Relay. Referred the customer to her LEC for the billing errors.

**Contact Closed:** October 21, 2003

## **Voice October 12, 2003**

The caller does not want any relay calls placed to his/her number.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the block as requested.

**Contact Closed:** October 13, 2003

## **Voice October 15, 2003**

The customer is requesting a restriction be removed from her line, and the long distance carrier be changed.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Changed the restriction on the customer's line as well as the long distance carrier of choice.

**Contact Closed:** October 16, 2003

## **TTY October 15, 2003**

The caller asked why she was billed for a local relay call.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Determined the customer was billed due to operator error. Contacted the billing department and

credit was issued to the customer.  
**Contact Closed:** October 27, 2003

**TTY October 17, 2003**

The caller asked why they were billed operator assisted charges for a relay call.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Confirmed that the call was actually placed through VA Relay, and not operator assisted. Referred the caller to Verizon for credit on the call.

**Contact Closed:** October 31, 2003

**Voice October 19, 2003**

The caller does not want any relay calls placed to his/her number.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the block as requested.

**Contact Closed:** October 20, 2003

**Voice October 20, 2003**

The customer is responsible for setting up 511 traveler information dialing. He wondered if relay could assist with this for TTY users.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Forwarded the customer's information to Management. Pending.

**Contact Closed:**

**TTY October 20, 2003**

The caller asked why she is getting the turbo interrupt signal when she dials into relay.

**Category:** Technical Related

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Suggested the caller use the TTY 800 number for VA relay. Also suggested she contact the manufacture of her phone for assistance.

**Contact Closed:** November 1, 2003

**Voice October 24, 2003**

The caller asked if True Call International was available as a carrier through the relay service.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that at the present time they are not, but suggested she contact them and request that they become a carrier for relay calls.

**Contact Closed:** October 24, 2003

**Voice October 27, 2003**

The caller requested to speak with the VA Relay Center manager regarding an issue he had previously spoken to her about.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Assured the caller we would have the manager get in touch with him.

**Contact Closed:** October 27, 2003

**Voice October 27, 2003**

The caller requested a toll restriction on his customer's line.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.  
**Resolution:** Implemented the toll restriction requested, and advised the caller it had been done.  
**Contact Closed:** October 30, 2003

**TTY   October 28, 2003**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** October 31, 2003

**TTY   October 30, 2003**

The caller requested to have his password reset on his Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Reset the password and advised caller when it had been done.

**Contact Closed:** October 30, 2003